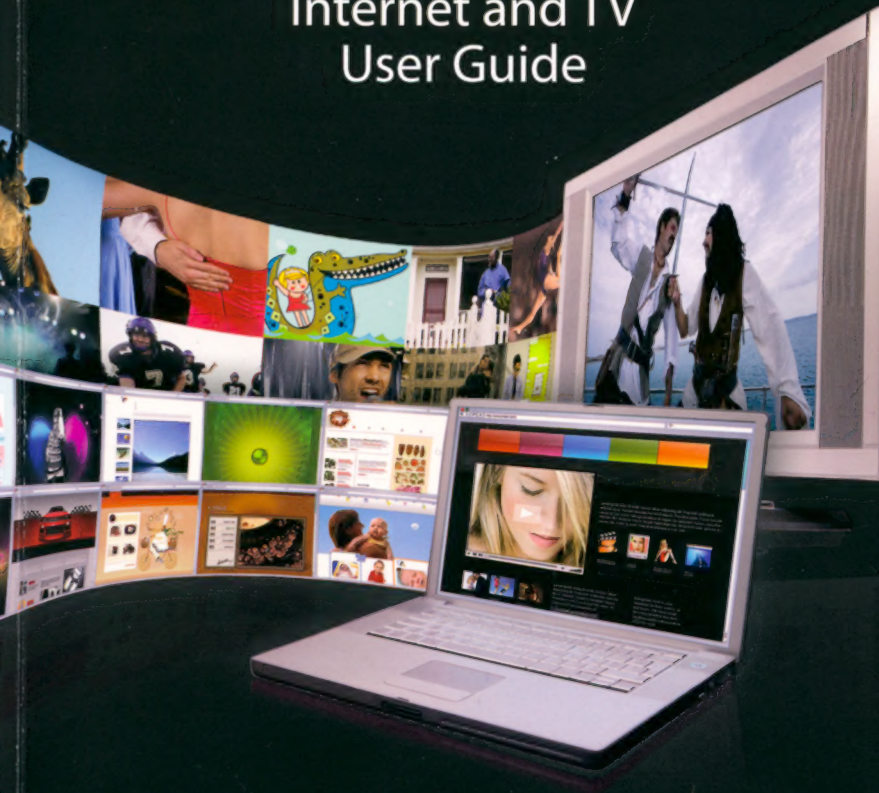


FiOS®

Internet and TV User Guide



Verizon **FiOS**

verizon

Welcome to Verizon FiOS.

You made a great choice by subscribing to FiOS Internet.
It's going to revolutionize your online experience.

Get ready to discover the power of fiber-optics straight
to your home.

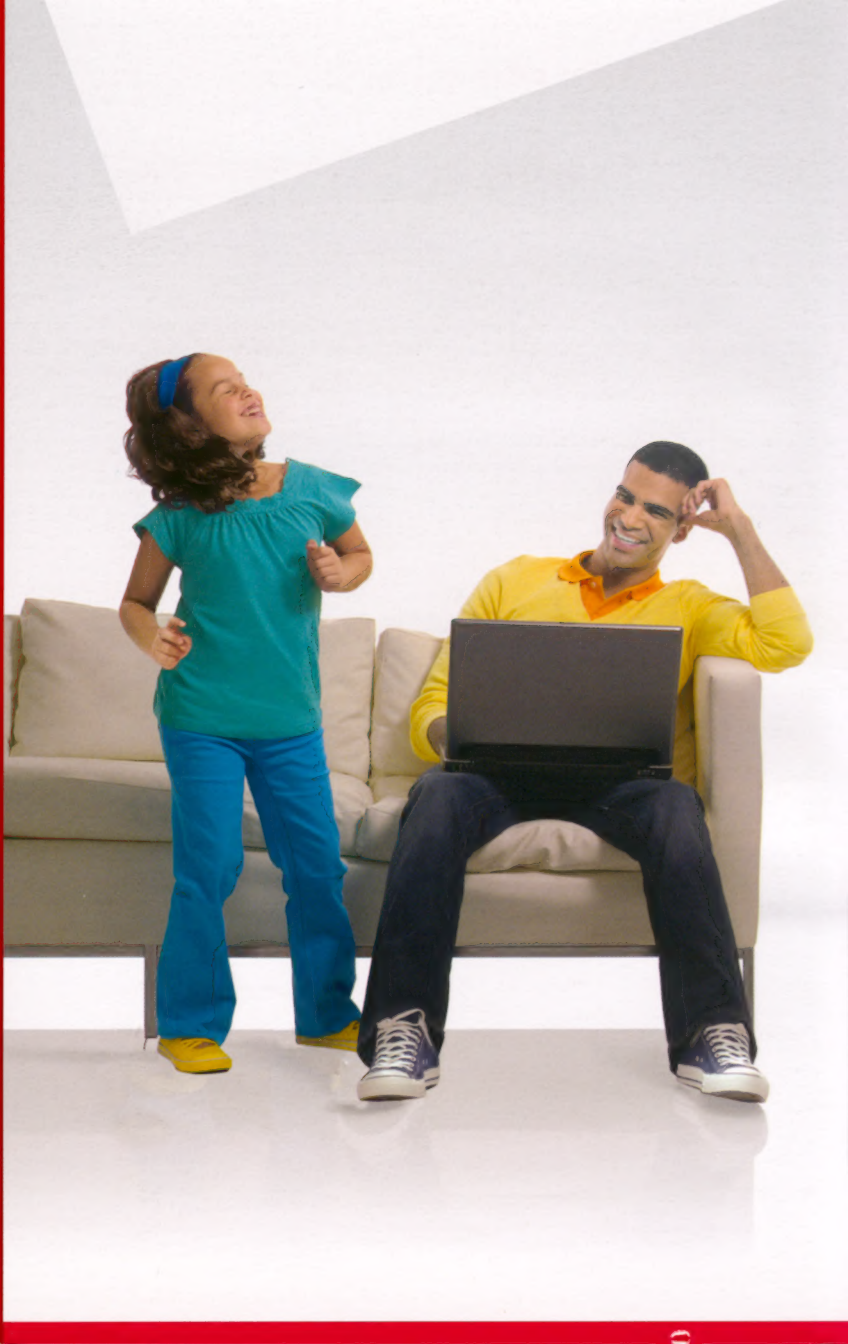


Table of Contents

Getting Started

Choose Your Experience	1
Verizon Central	2
Verizon Central Toolbar	3
Verizon FiOS Internet with AOL®	4
Verizon FiOS Internet with AOL Features	5
Verizon Yahoo! for FiOS	6
Verizon Yahoo! for FiOS Features	7

Email

Email	9
Where Do I Begin?	10
Verizon Central Email Links	10
Email with Verizon FiOS Internet with AOL	12
Email with Verizon Yahoo! for FiOS	13
Email with Microsoft® Outlook® Express	14
Verizon TrueSwitch™	15

My Account

My Account	17
Create Additional Email Accounts	18
Verizon AOL Account Information	18
Verizon Yahoo! for FiOS Account Information	19

Support

Need Help?	21
Troubleshooting Tips	22
Voice Service Test	24
Frequently Asked Questions	25
Fiber Solutions Center	28

Getting Started



Choose Your Experience

Verizon has teamed up with the world's top Internet brands to deliver a richer, more personalized Internet experience. When you register your Verizon FiOS Internet, you can choose between FiOS Internet with AOL® or Verizon Yahoo! for FiOS and reap the benefits of combining a superior, high-speed broadband connection with the latest software, exclusive content and premium services from AOL or Yahoo!.

These premium services give you an Internet experience that's easy to use and tailored to you. You'll get the latest in online protection, including parental controls, firewall and virus protection, email features and entertainment.

If you didn't select Verizon FiOS Internet with AOL or Verizon Yahoo! for FiOS during registration, you can do so at any time at Verizon Central. Just click on the My Account tab at **verizon.net/central**.

Also available on the Verizon Central Start Page, you will be able to get the latest headlines, stock quotes, weather and more.

Verizon Central

Verizon Central is your online gateway to all the exciting features of Verizon FiOS Internet. You'll get tailor-made local information, verizon.net email access and the latest in entertainment and gaming — now all in one location.

To get to Verizon Central:

1. Open your Internet browser.*
2. Type **verizon.net/central** into your address bar.

**The most common browsers are Microsoft® Internet Explorer® and Netscape Navigator®. You should see one of these icons on your computer's desktop.*

Are you a new Internet user?

Learn how to use the Internet by clicking Help in the toolbar, then Internet 101.

Verizon Central Main Page — **verizon.net/central**



Sign in to get the latest information on your account, and content specific to Verizon FiOS subscribers.

Get local information, such as news and weather.

Search the Internet by typing any topic into this bar.

A wide range of content providers, such as Rhapsody®, Disney Connection® and more, are available for a low additional fee. Please see the Entertainment Deals brochure for more information on these services.

Verizon Central Toolbar

The Verizon Central Toolbar gives you instant access to all the features you use most.

Verizon Central Toolbar



1. Main Page

- Here you can view all of the Verizon FiOS services at a glance.

2. Verizon Central Newsroom

- Get the latest news, weather and sports, and personalize the page to your interests.
- Your page and toolbar will vary based on your Online Service Provider, if you have selected one, and whether you have signed in to your account.

3. Verizon Surround

- Your gateway to a true multimedia experience of streaming audio and video, games for the Web and more.
- Listen to music, watch videos and get the latest in entertainment news.

4. Community

- Express your views about news, entertainment, games and your interests.

5. Email

- Includes a massive 4 GB of total email storage for you and your family and a state-of-the-art Webmail interface.
- Leave your messages online and manage them from any Internet connected PC (see pages 9-15).

6. Shop

- Explore movie downloads, remote computer access, digital music, gaming and more to enhance your online experience. (Please see the Entertainment Deals brochure).

7. My Account

- Review all your Verizon Online account information, including details of your bill, personal settings, and username and password (see page 17).
- The Preference Center allows you to register and update your interests, so you can receive more personalized information.

8. Support

- Click here when you need help or when something's not working right (see page 21).
- Troubleshoot, view a tutorial and more. Also includes a speed test, which allows you to check your connection speeds.

Verizon FiOS Internet with AOL

With Verizon FiOS Internet with AOL®, you can enjoy a wide variety of AOL content and features, including a comprehensive set of automatically updating security tools and AOL® Radio with more than 200 channels — as well as 20 others from XM® Radio.

If you are an existing AOL member, you can continue to use your current AOL screen name, email account and software with your new Verizon Online with AOL account.

When you are signed in to your account, your Verizon Central toolbar will give you direct access to AOL.

To get to the Verizon Online with AOL start page:

1. Click on the AOL triangle icon on your desktop.
2. Or, type **verizon-online.aol.com** into your address bar.
3. Or, from Verizon Central, click on the AOL tab.

*Only one online experience (Verizon AOL or Yahoo!) can be selected.
Minimum system requirements apply.*

Verizon Online with AOL Start Page

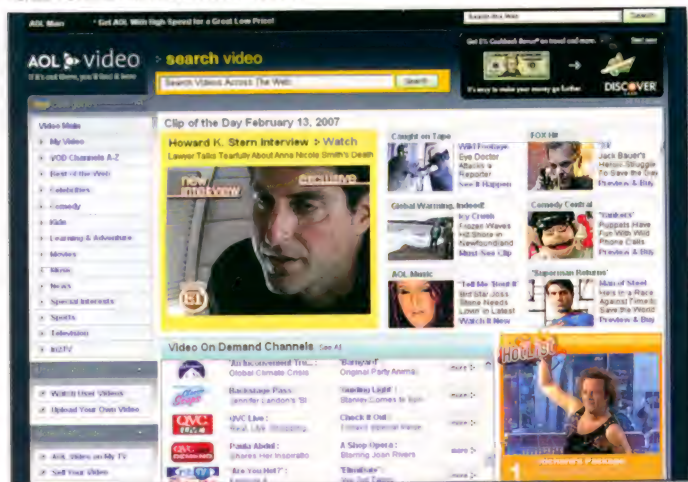
The screenshot shows the Verizon Online with AOL Start Page. At the top, there's a navigation bar with links for Web, Images, Video, News, Shopping, and Music. Below this is a search bar with the text "sheryl crow" and a "Search" button. The main content area is divided into several sections. On the left, there's a "Good Morning GabbyGrace" banner for June 05, '05. Below it, a "In Lifestyle" section features a photo of a woman and an article titled "Exercises You Should Rethink" with sub-headlines about crunches, diet, and moderation. To the right of the lifestyle section, there's a "Top News as of 12:41 PM EST" section with a list of headlines including "Government Drafts Pandemic Flu Plan", "16,000 Species Face Extinction", and "Jury Gets Peek at Lay's Lavish Lifestyle". Below the news section is an "AOL Directory" with links to various services like AOL Services, Games, Money & Finance, Reference, Autos, Health, Movies, Shopping, Black Voices, Horoscopes, Music, Small Business, Celebrity News, Jobs, Sports, and CiteGuide. On the right side of the page, there's a "Verizon Central" section with links to AOL & AIM Mail, Verizon Mail, AIM, Radio, Music, and Video. Below this is a "Special Offers from Verizon" section with a "Buy a Camera Phone for only \$49.99" offer, a "Get a Free Color Flip Phone" offer, and a "Get a Family SharePlan" offer. At the bottom right, there's a "My Account" section with links to "View or pay your bill online", "Order new products and services", and "Request phone service repair". There are also two small promotional banners at the bottom right: "Red Hot Phone" and "AOL Music Now".

Verizon FiOS Internet with AOL Features

AOL offers tools and content to help you get more from your time online.

- **AOL® Safety and Security Center*** is a comprehensive set of free, automatically updating online safety tools, providing powerful protection against viruses, spyware and hackers, as well as special tools to help prevent children from reaching inappropriate online content.
- **AOL® Radio** with XM has more than 200 channels — music, news, sports and talk — as well as 20 XM® music channels — in CD-quality sound when using a high-speed connection.
- **AOL® Video** gives you access to millions of high-quality videos and the most powerful video search on the Web. AOL's exclusive Hi-Q™ video format lets you watch online videos at full-screen in DVD-quality.

Verizon Online with AOL Features Video



*The AOL Safety and Security Center is only available to PCs running Windows XP and Windows 2000. Download at AOL® Keyword: Safety.

Verizon Yahoo! for FiOS

Verizon Yahoo! with Verizon FiOS Internet keeps you in touch with the #1 email service in the U.S., keeps you hip with the Web's largest collection of music videos and, of course, helps keep you protected with a powerful security software suite.

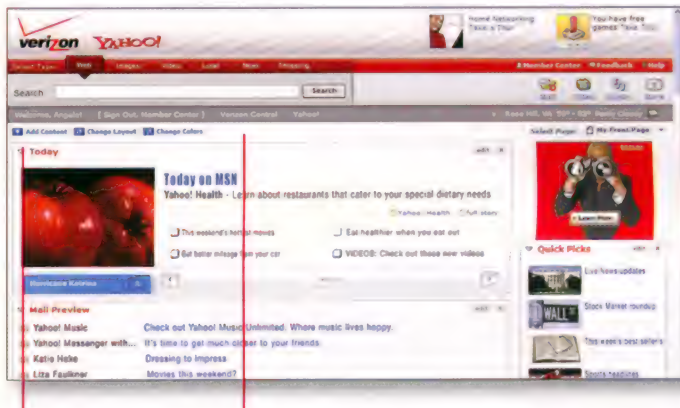
When you are signed in to your account, your Verizon Central toolbar will give you direct access to Verizon Yahoo!.

Only one online experience (Verizon AOL or Yahoo!) can be selected. Not all features of Verizon Yahoo! for FiOS are Macintosh compatible. Minimum system requirements apply.*

To get to the Verizon Yahoo! for Verizon FiOS Start Page:

1. Click on the VZ icon on your desktop or type **verizon.yahoo.com** into your address bar.
2. Or, from Verizon Central, click on the Verizon Yahoo! tab.

Verizon Yahoo! for FiOS Start Page



Personalize your content, colors and layout here.

Click on Verizon Central to access your Verizon FiOS account information.

Verizon Yahoo! for FiOS Features

Verizon Yahoo! with Verizon FiOS Internet has all the features you need to revolutionize the way you use the Internet.

- Help protect yourself with a powerful all-in-one security software suite* that includes computer anti-virus, spam protection, parental controls, pop-up blocker and additional online safeguards.
- Stay in touch with the #1 email service in the U.S. You get nine verizon.net email accounts, each with 2 GB of storage, plus an instant messenger to share text, photos and files.
- Enjoy your favorite music with the Web's largest library of high-resolution music videos. Listen to more than 120 themed radio stations or create your own. Buy and download music — and burn it to CDs.
- Experience the Web your way with more than 250,000 content sources to choose from, at-a-glance previews of your email and photos on your home pages, and exclusive On Demand video news and entertainment.

*Available only to XP and Vista users

Verizon Yahoo! Photos Page

The screenshot shows the Verizon Yahoo! Photos page. The main heading is "Add Photos With Drag and Drop". Below it, a diagram illustrates the process: 1. Install Easy Upload Tool then locate photos, 2. Drag photos into web page, 3. Drop photos into Easy Upload Tool. A note states: "You only need to do this one time, not every time you add photos to the site." To the right, a section titled "Get the Easy Upload Tool" explains that it's a small adding program to save accounts, and provides instructions on how to install it. Below the diagram, there's a link to "Upload a camera phone pictures tool" with a brief description. At the bottom, there's a footer with copyright information and links to "Connect & Policy" and "Terms of Service". On the right side of the page, there's a "Folders" list: Inbox, Draft, Sent, Bulk (3), Trash, and My Folders (Personal). A "Verizon Music" logo is also visible.

Email



Email

Verizon Online Email comes free with your service and includes nine email accounts. All you need is your Verizon Online username and password to get started. If you don't remember your username and password, go to **fioshelp.verizon.com**.

*We use your **verizon.net** email address to send important information about your account, including updates about the Terms of Service and security updates. Please be sure to check your verizon.net email regularly for these and other important messages.*

How do I access my email?

You have a few ways to access your Verizon Online Email messages:

1. Using the Internet:

- a. Log on to Verizon Central at **webmail.verizon.net**.
- b. Your messages are saved online until you delete them.

2. Using your Online Service Provider:

- a. For AOL members, verizon.net email can be accessed by logging on to Verizon Central at **verizon.net/central** and selecting Email.
 - AOL accounts can be accessed at **verizon-online.aol.com** or via AOL service software using the AOL desktop icon.
 - Existing AOL members can continue using their current screen name and email account.
- b. For Verizon Yahoo! customers, go to **verizon.net/central** and click on Mail. Or, go to **verizon.net/central** and click on Email.

3. Using email software loaded on your computer, like Microsoft® Outlook® Express (see page 14):

4. Verizon.net Mail on the Go.

- Through the Mobile Email application available on qualifying Verizon Wireless handsets.
- Through Blackberry™ smartphones using Blackberry Internet Services.

Where Do I Begin?

Common activities for getting started with your new verizon.net email include:

- Copying email and contacts from your old account to your **verizon.net/central** account using TrueSwitch™ — a leader in email switching solutions. See page 15 for more information.
- Creating additional accounts for friends and family (see page 18).
- Setting up your account in Outlook Express, if you prefer.
- Sending and receiving email.

To learn how to do all of the above:

- Log on to Verizon Central at **verizon.net/central**.
- Select Help.
- Select Email.

Here you'll find step-by-step, printable instructions and quick tutorials on everything you need to know. You can also visit **verizon.net/emailsetup**.

Verizon Central Email Links

Email

- Get a summary of new email and the day's appointments and tasks.

Check My Email

- View all your email in detail.

Compose

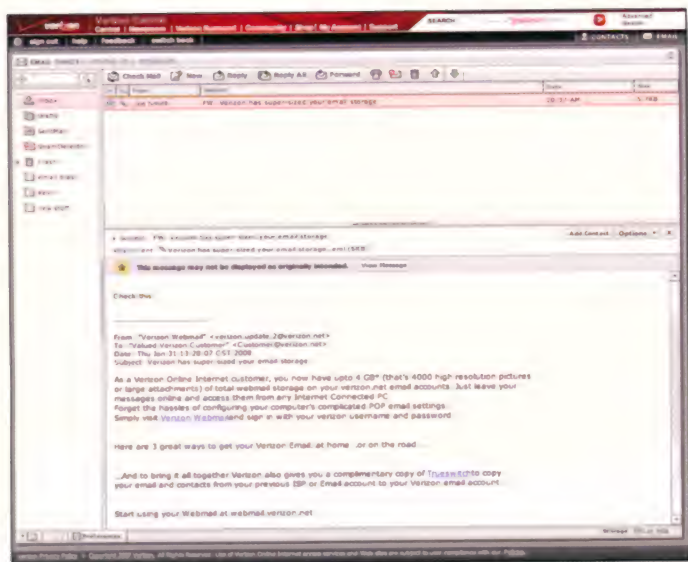
- Write and send new email.

Folders

- Create folders to help organize your email.

Options

- Personalize your email mailbox by using Add Signature, Display, Blocked Senders and more.



Email Search

- Search for specific messages by typing in a keyword or phrase.

Email Tools

- Do more with your email using a variety of tools.

Address Book

- Keep email addresses in one place for easy reference.

Calendar

- Keep track of important meetings and appointments.

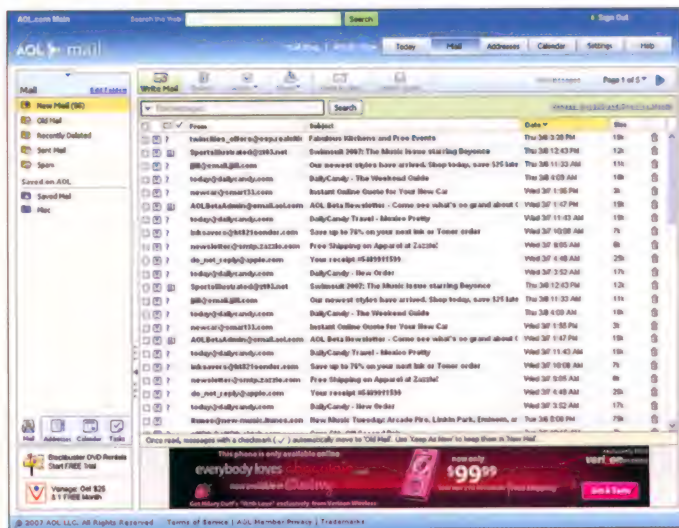
We strongly recommend that you visit our *Policies and Terms of Service* Web site, located at <http://netservices.verizon.net/portal/link/main/policies>. This page contains links to all of our important Policies and the Terms of Service that govern your use of Verizon Online Services. In particular, there are several important policies regarding Verizon.net email, including the amount of time email can be stored, the things we do to control spam, our rules regarding limits on outbound email, and email box inactivity rules.

Email with Verizon FiOS Internet with AOL

If you are a Verizon FiOS Internet with AOL customer, you will access your AOL email account(s) through the Verizon Online with AOL triangle icon on your desktop, or at **verizon-online.aol.com**.

AOL® email provides:

- Industry-leading spam and virus protection.
- The ability to check email from any computer or wireless device, using any email software, including Microsoft Outlook®.
- Up to seven AOL screen names on one account.
- Unlimited email storage — keep every single message and attachment that you receive.

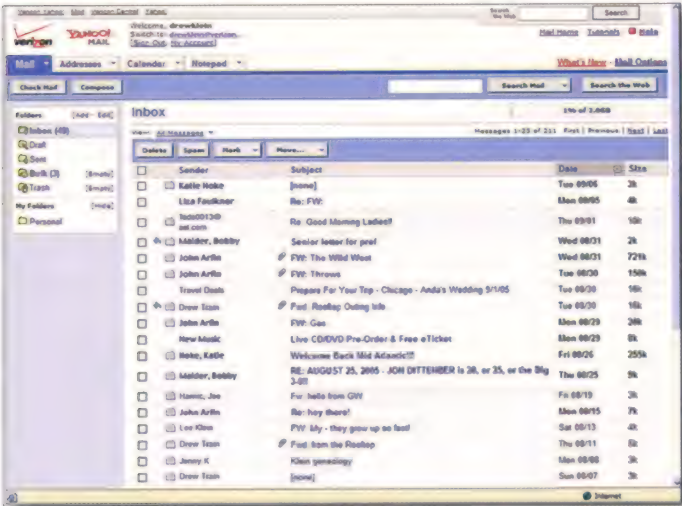


Email with Verizon Yahoo! for FiOS

If you are a Verizon Yahoo! for Verizon FiOS customer, you will have email options and features accessible through your Verizon Yahoo! Email.

- Organize your address information, create categories and separate groups into lists, making emailing easy.
- Keep track of your appointments and those special days with the Calendar.
- Need to remember something? Write yourself notes and create files to organize them using the Notepad.
- Messages will remain in your mailbox until you delete them.

Email



Email with Microsoft® Outlook® Express

You can email using Microsoft Outlook Express, which comes installed on most home computers. When your Verizon FiOS Internet was installed, your Outlook Express was automatically set up for you to access your verizon.net email.

To learn how to use Microsoft Outlook Express or other email software to access your email:

1. Log on to Verizon Central at **verizon.net/central**.
2. Select Help.
3. Select Email.

You may want to bookmark this page for easy reference in the future.

Verizon Central Email Tutorial Center



Click here to learn how to set up your account with Outlook Express.

Verizon TrueSwitch™

Transfer all your vital email information from your previous account to Verizon.

New Verizon FiOS customers can switch from their old Internet Service Provider (ISP) using TrueSwitch* — an easy-to-use application that will copy your stored email and address book entries to your new Verizon FiOS Internet account.

Information stored on your local computer is copied immediately. Information stored on the Web site of your old ISP is copied by TrueSwitch's computers into your new account — this usually takes less than an hour, but could take up to 24 hours.

TrueSwitch currently supports switching between most of the popular email programs including:

- Email programs included with AOL, CompuServe, EarthLink and MSN.
- Web-based email as used by AT&T Worldnet™, Comcast, Cox, Cablevision (Optimum Online™), Juno, NetZero and SBC Yahoo!.
- Free Web-based email from Hotmail and Yahoo!.
- Standards-based email clients including Microsoft Outlook Express v5 or higher and Microsoft Outlook 2000 or higher.

If you use a different email application, but have Microsoft Outlook Express installed on your computer, you might still be able to use TrueSwitch. TrueSwitch can copy your stored email and address book entries to Outlook Express. You may then be able to import this information to your preferred email application.

Switch now at: **<http://www.trueswitch.com/verizon>**.

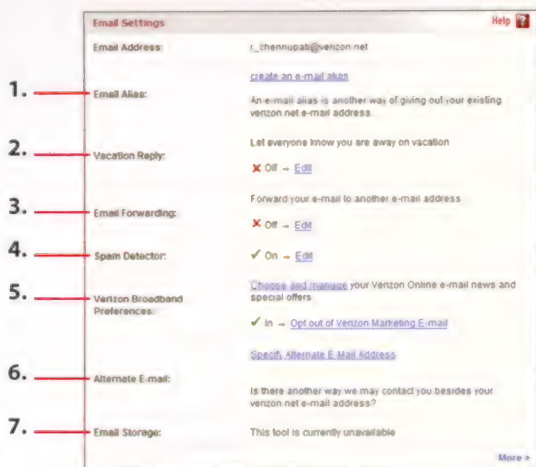
**To use TrueSwitch, your email account with your old ISP must be active while TrueSwitch copies your information.*

My Account



My Account

You can easily manage all of your account features in the My Account section of Verizon Central. Change your password, select an Online Service Provider if you haven't already done so, view your Verizon FiOS Internet bill and even let us know what your interests are so we can cater to you with special offers.



Email Tools

- 1. Email Alias:** Personalize your email address with any name or nickname.
- 2. Vacation Reply:** Have an automatic reply sent while you're away.
- 3. Email Forwarding:** Have incoming mail automatically forwarded to another address.
- 4. Spam Detector:** Set controls to filter or delete junk email.
- 5. Preference Center:** Set preferences for whether you'd like to receive special offers from Verizon.
- 6. Alternate Email:** Add alternate email addresses, if desired.
- 7. Email Storage:** Holds up to 250 MB of email.

Create Additional Email Accounts

To create additional email accounts for friends and family, you'll need to set up sub-accounts.

What Is a Sub-Account?

A sub-account is a secondary email account associated with your main Verizon Online Email account. Each sub-account has its own username and password, along with Email and newsgroup access.

How Do I Set Up a Sub-Account?

If you use Verizon Central Email

1. Go to Verizon Central at **verizon.net/central**.
2. Select My Account.
3. Select Add Sub-Accounts or Create New Sub-Account.

If you use Outlook Express:

1. Select Accounts from the Tools Menu.
2. Use the Set Up Sub-Accounts tool.
3. Create identities within Outlook Express.

Sub-Account Tutorial

For step-by-step instructions or to see the Sub-Account Tutorial, log on to the Verizon Central Help page at **verizon.net/help**, then select Email.

Verizon AOL Account Information

You can manage your AOL account online at any time, from any computer. Just go to AOL Keyword: **My Account** or **bill.aol.com**.

- Change your AOL password or Account Security Question.
- Add a screen name.
- Check your account status.
- Update your contact information.



If you ever have a problem or question concerning your AOL account, help is available online at AOL Keyword: **Help** or **help.aol.com**.

Verizon Yahoo! for FiOS Account Information

If you are a Verizon Yahoo! for Verizon FiOS customer, you can access your account information either by clicking on the My Account tab in Verizon Central or by going to the Member Center on your Verizon Yahoo! homepage.

1. Change Password and Secret Question

- Keep your account safe by frequently updating your password, and set up a secret question, just in case you forget it.

2. Change Personal Information

- Update your personal online profile quickly and easily.

3. Change Publicly Available Information

- Control what information about you is shared.

4. Create New Sub-Account

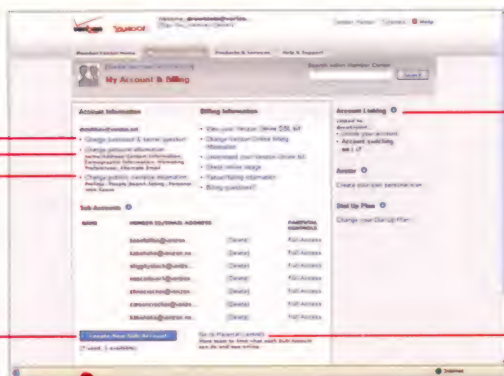
- Need a secondary email address? Set one up here.

5. Account Linking

- Have another Yahoo! email account? Link it to your Verizon Yahoo! account here.

6. Go to Parental Controls

- Keep your kids away from unwanted content.



Support



Need Help?

The fastest and easiest way to find answers is to go to **fioshelp.verizon.com**.

Have a question about your email, billing or your Verizon FiOS connection? You'll find answers to many FAQs conveniently organized by topic. Or, you can type your question into the search engine.

verizon.net/glossary: Want to know what a BBU or ONT is? Go to **verizon.net/glossary** for easy-to-understand explanations of commonly used Verizon FiOS-related and Internet terms.

verizon.net/im: We've even made it easy to look up instant messaging acronyms. Just visit **verizon.net/im** to find out how to tell your friends and family that you're back at the keyboard (BAK) and laughing out loud (LOL).

Verizon Yahoo! for FiOS customers have access to Verizon Online and Yahoo! help information. You can access Help by clicking on the Help tab in Verizon Central or by going to the Member Center from your Verizon Yahoo! homepage and clicking on Help & Support.

Web Speed Test

Now you can know how fast your Internet connection is moving while surfing the Web. With **speedtest.verizon.net**, it's easy to verify your connection speed using a series of text and graphic files.

- The perfect tool for those designing, developing and troubleshooting Internet-based applications.
- Quickly determine if your Web site is experiencing performance problems.

Troubleshooting Tips

If you experience problems with your phone or Internet service, the following checklist could save you a call to the Verizon Fiber Solutions Center. It will also help us get to the root of the problem faster when you do call.

Power

1. Check to see if you are experiencing a power outage.
2. If there is no power outage, check to see if your OPSU (ONT Power Supply Unit) is plugged into an electrical outlet and that the indicator light is illuminated.
3. If the indicator light is not illuminated and the outlet is a Ground Fault Circuit Interrupter (GFCI), check to make sure it hasn't been tripped. If it has, press the reset button.
4. Check the fuses and circuit breaker to make sure your outlet is working. Reset the breaker or replace fuses, if necessary.
5. After taking these steps, recheck the indicator light on the OPSU to see if it is illuminated. If it is, recheck for service.

Battery

If you are experiencing a power outage, please review the following battery troubleshooting steps:

1. Check the lights on your BBU (Battery Backup Unit) and check the battery connection inside the BBU. See the Service Guide for further instructions.
2. If the battery is properly connected and the Replace Battery indicator light is red, replace the battery in your BBU, as it is fully discharged.
3. After taking these steps, recheck the BBU indicator lights. If the battery lights are not in normal status, call the Verizon Fiber Solutions Center for assistance.
- If you still cannot connect to the Internet after going through the troubleshooting checklist or reviewing the Frequently Asked Questions, please contact the Verizon Fiber Solutions Center.

If you have trouble connecting to the Internet:

- Check the connections between the wall outlet, the router and computer(s).
- Confirm that the power light on the router is illuminated. If it's not, make sure the router is plugged into a wall outlet or power strip. If you are using a power strip, make sure that the circuit breaker and power switch (if so equipped) are in the "ON" position.
- ✓ Verify that the LAN light on the router is illuminated for the port with the Coaxial or Ethernet cable plugged in (e.g., #1–4 on the front of your router). If not, check the Ethernet connections between the Ethernet port (NIC) installed on your computer and the router.
- ✓ Verify that the WAN light is illuminated (on the front of your router). If not, check the Coaxial or Ethernet connections between the wall jack and the router.
- ✓ If your computer connects using a wireless connection, verify that you have sufficient signal strength to connect to the router. You may need to move the computer closer to the router in order to connect.
- Check to make sure that your firewall software is not blocking your Internet access. Installing new firewall software may result in a loss of connectivity until the software has been properly configured. Check your software documentation for help with your configuration. Also, if you have recently installed Microsoft XP Service Pack 2, the new built-in firewall may conflict with your existing firewall software. You may need to configure this new feature to regain connectivity.

Voice Service Test

If you're having problems with your voice service, it could be your inside wiring. To find out, take a corded wireline telephone and a standard-slotted screwdriver to your ONT. Open the cover and unplug the wire from the phone jack in question. Plug in your telephone and listen for the dial tone.

If you hear a dial tone, then the problem may be with your inside wiring. Please contact the Verizon Fiber Solutions Center for assistance. (Charges may apply for the repair of inside wiring.) If you don't hear a dial tone, please call the Verizon Fiber Solutions Center to report your trouble. A technician may ask you to describe the indicator lights inside your ONT, in order to help diagnose the problem. In addition, your technician will assist you with understanding what each light means.

If you do not have Voice service with Verizon, you will not be able to perform the dial-tone test. In that case, contact us and we'll be happy to help you. Call 1.888.553.1555 — 24 hours a day.

Voice service for FIOS customers is provisioned over fiber. A battery unit will supply backup power for standard voice service (but not Voice Over IP services), including E-911, for up to eight hours. ©2008 Verizon.

Frequently Asked Questions

Connecting to the Internet

I am experiencing an intermittent loss of connectivity.

How can I fix it?

- Check the Coaxial or Ethernet connections between your computer and router and between your router and wall jack. Make sure that your router power cord is securely plugged in.
- Power-cycle your router by first disconnecting the power cord, waiting a few minutes, then reconnecting the power cord.
- If using a wireless connection, make sure there are no sources of interference (2.4 GHz phones, microwaves, fluorescent lights) between the computer and router. You may need to move the computer to a location that is closer to the router to obtain a stronger wireless signal.

I forgot my Verizon Online username and password.

What should I do?

- If you know your Verizon Online username and the answer to your secret question, but have forgotten your password, you can use the Verizon Online Password Reset Tool at **fioshelp.verizon.com**.
- If you can't remember your username, call the Verizon Fiber Solutions Center.

My service feels slow. What can I do?

- Clear your temporary Internet files by clearing the cache on your browser. Example: With Microsoft Internet Explorer, select Tools and then Internet Options. On the General tab under Temporary Internet Files, select Delete Files. Click OK in the Delete Files dialog box and then OK to close the Internet Options window.
- Reboot your computer and power-cycle your router by disconnecting the router power cord, waiting a few minutes, then reconnecting the power cord.
- Make sure your anti-virus software is running and has the most recent updates.

(To find out more about how you can help protect your computer, see the Entertainment Deals brochure.)

Installation and Setup

What if I'm having trouble installing the Verizon Online software?

- If you are having problems installing the software, check to see if any programs are running in the background. You may have to temporarily disable anti-virus or fax software before you can successfully install Verizon Online software.

How can I tell if I have an Ethernet adapter/Network Interface Card (NIC) installed?

- Visit **verizon.net/fioscheck**, select your FiOS speed and your operating system and then click on Check My PC. This system check will alert you if an NIC is not installed.
- If you have an iMac, a G3 Power Mac or a G3 PowerBook or higher, your computer came with an NIC.

My computer seems slow. What can I do?

- Use the Speed Optimizer tool to help you determine if certain settings, like TCP/IP and MTU, are tuned for optimal performance on your system. To optimize your computer settings, simply go to **verizon.net/optimizer**, and follow the prompts.

How do I install Verizon FiOS on another computer?

1. Close or exit all software programs, including any firewall software that may be running in the background.
2. Visit **activatemyfios.verizon.net** on the computer you want to configure.
3. Follow the on-screen prompts to configure your computer and begin using your Verizon FiOS account.

I can't send or receive email.

1. Double-check that the email address has been typed correctly.
2. Check to see if you have an active Internet connection by opening the Verizon home page in your Web browser.
 - If the Verizon home page doesn't display, you probably have a connection issue.
 - If the Verizon home page displays, close the pop-up window and continue checking your email software setup.

3. If you are still having trouble sending email, visit PC Checkup at **verizon.net/pccheckup** and select the Email Check tool.

4. Check your email software setup (**verizon.net/pccheckup**).

Note: The directions provided are for Outlook® Express 6; however, the setup for other email software is very similar:

- The incoming POP3 server should be set to **incoming.verizon.net**.
- The outgoing (SMTP) server should be set to **outgoing.verizon.net**. If this server address is correct, verify that your @verizon.net address is configured the same as your From address.
- Verify that your username and password are entered correctly in your email software.
- Verify that "My server requires authentication" is selected.

NOTE: Verizon Online utilizes spam-blocking technology to filter email messages that are considered a security threat. To learn more about Verizon filtering practices, visit **fioshelp.verizon.com**

We strongly recommend that you enable the encryption feature on your FIOS router. Encryption helps protect your computers from unwanted intrusion and helps prevent others from using your broadband access (which can affect your Internet speeds). In addition, you are responsible for all use of your Internet connection, and if someone else accesses your connection to do inappropriate (or even unlawful) things on the Internet, their actions may appear to be attributable to you.

Establishing a Wireless Home Network

What factors should I consider when planning my wireless home network?

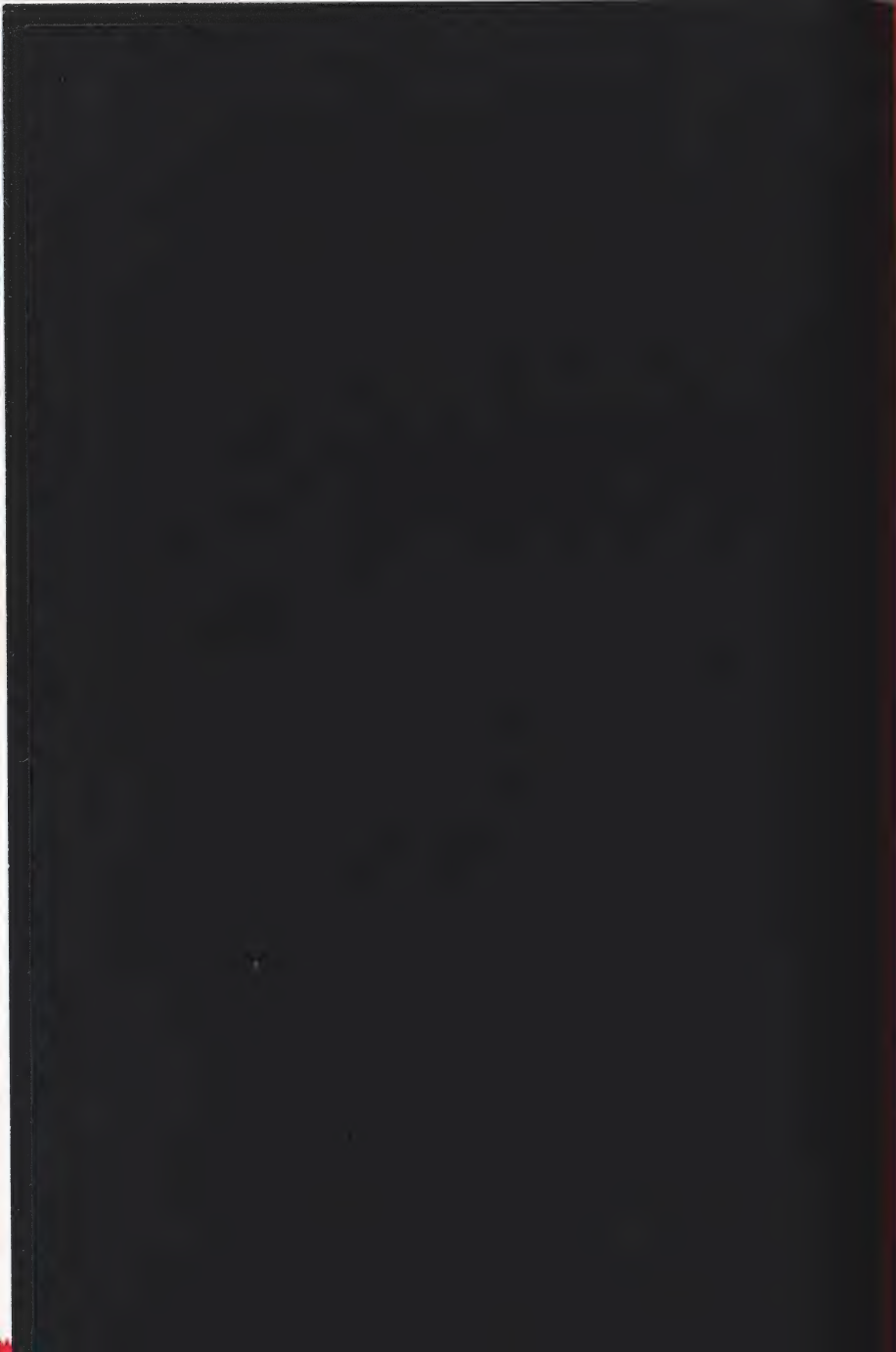
Before installing your wireless home network, you should consider:

- Placing your wireless router at least 10 feet from cordless phones or microwaves to avoid potential interference.
- Using the same operating system, such as Windows XP, on all computers connected to your home network. Using Windows XP on all the computers makes the installation process significantly easier, as it is designed with features and setup wizards. Newer versions of Windows are designed with features and setup wizards specifically for home networking. You can use earlier versions of Windows, but the installation is generally easier and faster in Windows XP or later.
- Locating the wireless router as high and close to the center of your home as possible, especially if your home is large or has thick/dense walls. The wireless router signal is generally able to transmit through two or three walls before it loses connectivity. Minimizing the number of walls and ceilings between your router and the other network devices will also help.
- Positioning the devices connected to your network so the wireless signal will go straight through a wall rather than at an angle. The range of the wireless signal will be significantly reduced, if it passes through the wall at an angle.
- Placing the wireless router near a window, which allows you to access the network from outside your home.
- Keeping the wireless router away from large metal objects, which may adversely impact signal quality and speed.
- Routers generally have a range of 100 to 150 feet indoors. However, the construction of your home's walls and floors may cause the signal range to vary considerably.

Fiber Solutions Center

We're open 24 hours, 7 days a week, which means you can call us anytime and speak to a fiber specialist regarding your Verizon FiOS Internet. Whether you need instructions on a Verizon Online service, or if your service isn't working properly, just give us a call at 1.888.553.1555.





Welcome to Verizon FiOS.

Thank you for choosing Verizon FiOS TV.

You made a great choice by subscribing to FiOS TV.
It's going to revolutionize your television experience.

Get ready to discover the power of fiber-optics straight
to your home.

Table of Contents

Remote Control

Everything You Need to Know About Your FiOS TV Remote	37
Easy-to-Use Buttons	39
Getting Started with Your Remote	40
Program Your Remote	41
Device Codes	43
Troubleshooting	46

Interactive Media Guide

Introduction	49
Main Menu	52
Search	52
TV Listings	53
High Definition Video On Demand	55
Pay Per View	55
Guides	56
On Screen Help	56
High Definition Television (HDTV)	56
Marketplace	57
Message Center	57
Self-Serve Ordering	58
Digital Video Recorder (DVR)	58
Settings	59
Widgets	59
Parental Controls	60
Quick Tips	61

Digital Video Recorder

Control the Show	65
Getting Started	66
Recording TV	66
Controlling Live TV with the DVR	70
Home Media DVR	72
Multiroom DVR	72
Media Manager	74

Set Top Boxes

Gateway to Verizon FiOS TV	77
Standard Definition	78
High Definition	80
Standard Definition Digital Video Recorder	82
High Definition Digital Video Recorder	84
Digital Adapter	86



You've Never Seen TV Like This

As a Verizon FiOS TV subscriber, you can unleash the full potential of your television and enjoy the breathtaking picture and sound quality that only fiber-optic technology can deliver.

This guide will help you get the most out of your Verizon FiOS TV. You'll learn about our powerful Interactive Media Guide that helps you control how you watch TV. And find out how to access our extensive Video On Demand library. While you're at it, spend a few minutes getting familiar with your new, easy-to-use remote control. If you have our supercharged Digital Video Recorder, you'll learn how it lets you record multiple TV shows, so you can watch what you want, when you want.

Remote Control



Everything You Need to Know About Your New FiOS TV Remote

Whether you're browsing through channels, recording your favorite shows or ordering the latest hit movies from our extensive Video On Demand library, your new and enhanced Verizon FiOS TV universal remote control does it all. Your remote has new features and functions that allow you to access all the advanced features of Verizon FiOS TV. In addition to operating your Set Top Box, you can use your four-in-one remote to operate up to three other devices of your choice.

Take a moment to review the capabilities of your new remote and learn about all the features of your new Verizon FiOS TV service.

Your Remote Control

DVD, AUX, TV, STB select the programmed device you want to control.

Menu shows the main menu with entertainment options.

Guide accesses the TV listing and Verizon IMG.

Exit closes any on-screen display and returns you to regular viewing.

Widgets provides instant access to local weather, traffic updates and more.

On Demand provides access to VOD.

Skip Back activates instant replay.

Power turns the selected or programmed devices on or off.

Info displays a description of the show you are watching or have selected in the IMG.

Options provides service options and help.

Favorites displays your favorite channel listings.

FiOS TV returns to live TV programming.

CH +/- changes channels or moves up or down through menu screens and TV listings in the IMG.

Skip Forward jumps forward in recorded TV.

DVR launches the DVR menu.



PhilipsVZ144P2

Easy-to-Use Buttons



Use these keys to enter a channel or device code number. For example, to access channel 2, press 2 or 0-0-2.



Rewinds media. Also jumps back to previous day's TV listings in the IMG.



Plays or pauses current VCR, DVD, VOD or DVR media.



Fast-forwards media. Also advances in TV listings to the following day.



Records to VCR or DVR.



Stops media.



Last returns to the last selected channel. Press again to return to the current channel.



Selects the video source for some TV, DVD, VCR or Home Theater Systems.



Changes display format.



In TV mode, turns Picture-in-Picture (PIP) on or off (if available).



(CC) Toggles between closed-caption options.







PIP Change: moves the position of the PIP display.

Getting Started with Your Remote

Batteries

Your new remote includes two AA batteries. The first set should last up to six months under normal usage.














To test if the batteries have been installed correctly, press a few keys on the remote. One of the Device Keys     on the top of the remote will flash briefly when you press a key.



Get to Know Your Remote

Help video available





Your remote is now ready to control your Verizon FiOS TV Set Top Box (STB).

To start, try the following:






- Turn on your TV.
- Press the  key on the top of the remote to make sure you are in Verizon FiOS TV "**STB MODE**."
- Press the  key to see the next higher channel.
- Press **5** - **0** then  to tune to **channel 50**.
- Press  to return to the last channel.
- Press  to see information about the current program. Press  to return to TV watching.
- Press  to see a list of TV programs. Press  to return to TV watching.
- Press the  key to launch the Verizon FiOS TV Main Menu. From the Main Menu, you can access all the features of your FiOS TV service.
- Press , ,  and  to navigate through this menu.

We suggest that you become familiar with all the options on the Main Menu. To select any item, press . Press  at any time to return to TV watching.



You are probably already familiar with most of the keys on the remote; however, there may be a few that are new to you.

-  **Options** displays extra options or provides help based on what you are doing.
-  **Favorites** displays your list of favorite channels. (The first time you press the key, you will be invited to set up your favorite channels.)
-  **On Demand** displays a list of movies and other types of programs you can watch at any time.
-  **Widgets** accesses local weather, traffic and other information.

If you have an STB with a built-in DVR...

-  **DVR** displays your list of recorded programs.
-  **Play/ Pause** is a rocker button. Press the lower half of the button to pause the program. Press the upper half of the button to continue to play from where you left off.
-  **Jump back** takes you back a few seconds in your program.
-  **Jump forward** goes ahead a few seconds in a recorded program.
-  **Record** records the current program.

Program Your Remote

Your new remote control comes from the factory ready to control your Verizon FiOS TV service. However,  and  will not work until you program the remote with the brand of TV you have. In addition to your STB and TV, your remote can also control two additional devices, such as a DVD player and an audio receiver.

This is called "programming the remote." If you don't want to control devices other than your Verizon FiOS TV STB, you do not need to program the remote.

This Device Key



Controls this Type of Device

- DVD and VCR
- Audio Receivers and VCR
- TV
- Verizon FiOS TV Set Top Box only

How to Program Your Remote

We will use the example of programming your remote to control a TV. The procedure is the same for DVD players and audio receivers.

1. Look up your TV's brand in the TV code listing that you received with your remote. It can also be found on our help Web site.
2. Circle the first four-digit number displayed for your brand of TV.
3. Turn on your TV.
4. Press and hold the **TV** key.
5. While holding down the **TV** key, press the **OK** key.
6. Release both keys. The Device Keys will blink twice.
7. Enter the four-digit TV code you circled. The **TV** key will blink three times.
8. To test to see if this was the correct code, point the remote at your TV and press **Power**. If the TV turns off, you have successfully programmed your remote.
9. If the TV does not turn off, repeat all the steps using the next code in the list.
10. For future reference, write down the code that worked, in case you must reprogram your remote.

TIP: If some of the keys on the remote do not operate your TV as you would expect, then you can try the next code in the list for your brand of TV.




For a VCR or DVD player


To program the remote to control a VCR or DVD player, press and hold the **DVD** key, instead of the **TV** key, in steps 4 and 5. To program an audio receiver, press and hold **AUX** instead. You can assign a DVD or VCR to the **DVD** key. The **AUX** key is reserved for audio receivers, amplifiers and VCRs.

NOTE: The remote will exit the programming mode after 20 seconds if no key is pressed.

What if None of the Codes Worked?

If none of the codes worked, try the following procedure. (As before, we will use the example of a TV. For other devices, use the appropriate Device Key instead of the **TV** key, in steps 2 and 3.)

1. Turn on your TV.
2. Press and hold the **TV** key.
3. While holding down the **TV** key, press the **OK** key.
4. Release both keys. The Device Keys will blink twice.
5. Press **9 - 2 - 2**.
6. Point the remote at the TV.
7. Press .
8. Press . Every time you press this button, the remote sends out a new power-off command to the TV. Keep pressing the same button until the TV turns off. (You can press  to go back.)
9. When the TV turns off, you have found the right code. Press **OK** to store this code.

There are over 200 TV and DVD codes. The most common codes are tried first, but you may still need to press  over 200 times to find the right code. If you reach the end of the list of codes, the entire remote will flash twice and return to normal operation. You can exit programming at any time by pressing **Exit**.

Device Codes

Where to Find Your Device Codes

You can find all device codes online at fioshelp.verizon.com. Once you've found the codes for your electronics, write them down in this guide for easy reference in the future.

The following devices will require programming codes: audio amplifier, audio receiver, television, VCR and DVD players.

Device Codes: _____

TV _____

DVD/VCR _____

AUX _____

Switching Modes

Press a Device Key at the top of the remote to switch modes. For example, to control your DVD player, press **DVD**. To return to your FIOS TV Set Top Box (STB), press **STB**. Pressing the **DVD**, **AUX** or **TV** key is like picking up the remote for that device.

The Channel Keys

CH+, **CH-** and **Last** control the STB, even after you press the **DVD**, **AUX** or **TV** Device Key. This is the way most people will want the remote to work. However, you can change the way the Channel Keys work, so that when you press a Device Key, the Channel Keys will operate the selected device.

If you want the Channel Keys to control different devices:

1. Press and hold the **STB** key.
2. While holding down the **STB** key, press the **OK** key.
3. Release both keys. The Device Keys will blink twice.
4. Press **9 - 6 - 6**. The STB key will blink twice.
5. Press **OK**. The STB key will blink three times to indicate success in programming.

To return to controlling the channel via the STB only, press **STB** in step 5.

The Volume Keys

VOL+, **VOL-** and **Mute** always control the TV volume, even when you are in STB or DVD modes. (However, the Volume Keys will always control the AUX device, when in AUX mode.) This is the way most people will want the remote to work. However, you can change how the Volume Keys work.

If you always want the Volume Keys to control the AUX device:

Some people may want to always adjust the volume using their AUX device (typically a home theater receiver), regardless of the mode they are in.

1. Press and hold the **STB** key.
2. While holding down the **STB** key, press the **OK** key.
3. Release both keys. The Device Keys will blink twice.

4. Press **9 - 5 - 5**. The STB key will blink twice.
5. Press **AUX**. The AUX key will blink three times to indicate success in programming.

To return to controlling the volume via the TV, press **TV** in step 5. If you want to control the volume through any device (by pressing a Device Key, then a Volume Key), press OK in step 5.

The Power Key

Power turns on or off your STB when you are in STB mode. (If you have a DVR STB, the DVR will continue to record scheduled programs when off.) However, you can reprogram how the Power Key works.

If you want the Power Key to control multiple devices at once:

1. Press and hold the **STB** key.
2. While holding down the **STB** key, press **OK**.
3. Release both keys. The Device Keys will blink twice.
4. Press **9 - 7 - 7**. The STB key will blink twice.
5. One after the other, press each Device Key you want the Power Key to control, in the order you want them to turn on or off. Each selected Device Key will blink twice after it is pressed.
6. Press **OK** when done. The **STB** key will blink three times to indicate success in programming.

For example, to program the Power Key to turn on or off your TV, AUX and STB, in that order, with one press of the Power Key, press **[STB+OK], [9 - 7 - 7], [TV], [AUX], [STB], [OK]**.

If you want the Power Key to control only one device at a time:

Some people want to press a Device Key, then the Power Key, to turn just that one device on or off.

1. Press and hold the **STB** key.
2. While holding down the **STB** key, press **OK**.
3. Release both keys. The Device Keys will blink twice.
4. Press **9 - 7 - 7**. The STB key will blink twice.
5. Press **OK**. The STB key will blink three times to indicate success in programming.

Troubleshooting

If your remote is not responding, try the following steps, in order:

1. Make sure you have selected the device you are trying to control. (See "Program Your Remote" on page 41, for more information on choosing a device to control.)
2. Review the information in "Program Your Remote" (see page 41), to make sure that the key you pressed is active for the device you are controlling.
3. Make sure your batteries are good. If battery power is low, your remote enters a Low Battery Condition to conserve battery power for retaining your settings. (See "Batteries" on page 40 for more information on changing the batteries.)
4. If some of the buttons on the remote control do not operate your TV as you would expect, make sure you try all codes in the list for your brand of TV in order to reprogram your remote. Also, please note that certain buttons on this remote may vary from buttons on your TV, DVD and VCR remotes.
5. Reset all settings to the original factory defaults (all previous programming will be lost).

To reset the remote to the original factory defaults:

- Press and hold the **STB** key.
- While holding down the **STB** key, press **OK**.
- Release both keys. The Device Keys will blink twice.
- Press **9 - 0 - 0**. The STB key will blink three times to indicate success in programming.

I am having problems turning my TV and STB on and off with the Philips RC-144 remote.

If your Verizon FiOS TV Philips remote has been programmed to control your TV and STB, then whenever you press the power button on your remote, both the TV and STB should turn on or off accordingly. If this does not occur, then one of the devices is probably not getting the infrared signal from your remote control. To correct this problem, follow the suggestion below.

Condition: The power button on the Philips remote only turns the STB on and off but not the TV.

Troubleshooting: Point the remote directly at your TV and make sure there is a clear line of sight between the infrared light on your remote and the front of your TV. Press the Power button again. If the TV did not respond, then the remote is not programmed with the correct device code. Consult your remote control manual or follow the instructions to set up your remote to control your TV.

Condition: The power button on the Philips remote sometimes turns the TV on and off, other times it does not.

Troubleshooting: Make sure the TV and the STB are near each other and nothing is blocking the front of either device. If your TV is plugged into the power outlet in the back of the STB, try plugging your TV directly into a wall outlet. You can press the TV mode button and then the power button to control the TV alone.

If neither alternative helped, then follow the instructions below.

Program your Philips Remote to turn devices on or off one at a time.

In some cases, you may need or want to be able to turn devices connected to your Verizon FiOS TV setup on or off one at a time. Follow the procedure below to program your Philips remote to enable this option:

1. Press and hold the **STB** button.
2. While holding down on the STB button, press **OK**.
3. Release both buttons. The device buttons (DVD, AUX, TV and STB) blink twice.
4. Press **9 - 7 - 7**. The STB button blinks twice.
5. Press **OK**. The STB button blinks three times to indicate you've successfully programmed your remote to turn devices on and off on at a time.

Once you've completed the procedure above, to turn on or off the TV and the STB, you will point to the TV and press: TV, Power, then point to the STB and press STB, Power.

If you want to reset the Remote to one, press power function or original factory default settings, consult remote control manual.

The Verizon FiOS TV remote control does not have any user-serviceable parts. Opening the case, except for the battery cover, may cause permanent damage to your remote control. Other terms and conditions apply.

Interactive Media Guide



You Never Thought Your TV Could Do All This

Prepare to unleash the full potential of Verizon FiOS TV. This next-generation TV service, with its powerful Interactive Media Guide (IMG), delivers more entertainment choices to your TV screen than ever before. Flip through your favorite channels with the click of a button. Or search by actor or title, in a flash. Plus, we have many new features that make Verizon FiOS TV even more fun to use. Like the Widgets feature that keeps you up to date on traffic and weather in your area, a powerful global search system, and our new Marketplace that allows you to view product videos and shop right from the comfort of your own home.

And that's just the beginning. With Verizon FiOS TV, you can enjoy advances in entertainment like High Definition TV and Digital Video Recording. Verizon FiOS TV is the latest technology. It's exciting. And it's easy to use. Just a few clicks of the remote are all it takes to get started. Keep this User Guide handy while watching TV. It contains an overview of the most important features of the Verizon FiOS TV IMG and remote control.

Remote Control

Use your remote control to move quickly and easily through the IMG's many features. Detailed descriptions of its functions are listed on the next page. Or just remember these few simple rules:

- To use the IMG, turn on the Set Top Box by pressing the **STB** button on the remote. Then press the **POWER** button.
- Press **GUIDE** to go directly to TV listings.
- The **MENU** button takes you to the Main Menu of the Verizon FiOS TV IMG.
- Any on-screen item highlighted in blue can be selected by pressing the **OK** button.
- Use the four **ARROW** buttons to move the highlight to the right, left, up or down. Once the item you want is highlighted, press **OK** to select it.
- Press **EXIT** at any time, to exit the menu and return to watching TV.

Important IMG Buttons

STB activates the remote control of Set Top Box functions.

Guide displays program listings.

Menu accesses the IMG Main Menu when the Set Top Box is the selected device.

OK selects the item highlighted in blue.

On Demand provides access to Video On Demand programming.

Widgets provides instant access to local weather, traffic updates and more.

Mute silences current audio feed.

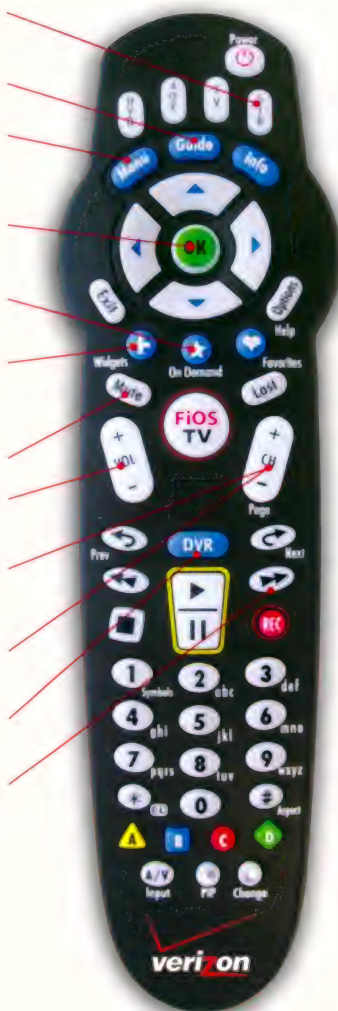
Volume raises or lowers volume level.

Page +/- moves up or down through menu screens and TV listings in the IMG.

Channel changes to the next higher or lower channel.

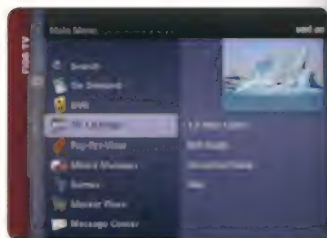
DVR launches the DVR menu.

Day Advance advances in TV listings to the following day.



Main Menu

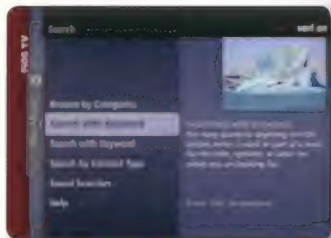
The Main Menu is the first menu you'll see when accessing your IMG. The Main Menu is also simple to find and navigate. On the remote, press **STB** and the **POWER** button, then press **MENU** for a broad overview of your entertainment choices. From here, you can access all the features and functions of the Verizon FiOS TV IMG like: Search, On Demand, DVR, TV Listings, Media Manager, Marketplace, Message Center, Settings and Help.



Search

Help video available

Verizon FiOS TV Global Search* allows a variety of search methods, including a keyword search which looks for content related to that keyword throughout the TV and DVR listings, HD, Video On Demand and Pay Per View. Type in the initials of your favorite actor and see how Global Search does the work for you. You can also browse TV content in any of the following ways:



Our Global Search options put you in the driver's seat when looking for content. There is a variety of ways to enter text when searching by keyword: You can select the on-screen keypad, scroll wheel or cell phone pad.

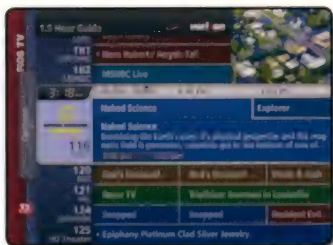











Keypad Search

- By category (movies, children, sports, music)
- Keyword (program title, actor, topic)
- Content type (TV Listings, PPV, DVR, HDTV and VOD)

**When using the Search feature, the IMG may find programming on channels to which you are not subscribed.*

TV Listings displays a list of the programs available to watch at the present time, and for up to 14 days thereafter. To access this list, press the **GUIDE** button on your remote, or select TV LISTINGS from the Main Menu.

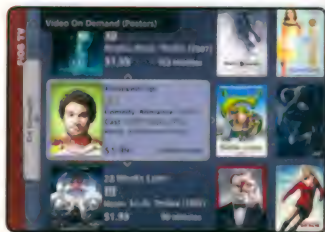



1. Use the remote to navigate through TV Listings.
2. Press the **GUIDE** button once to view the Full Guide and press again to view the Half Guide, or select TV Listings from the Main Menu.
3. For a description of any program listed, select program name and press  on your remote.
4. Use  or  to move through the program listings by channel.
5. Use  or  to change the time of day displayed.
6. To move the guide a full page up or down, press the **PAGE UP** or **PAGE DOWN** buttons.
7. To move the guide a full day forward or backward, press the  or  buttons.
8. Press and hold  to skip ahead rapidly to a later time.
9. Highlight the show you wish to watch and press **OK** on your remote.
10. If you have the Digital Video Recorder Set Top Box, you can schedule the show for recording by selecting the show and pressing .


Video On Demand (VOD)

Help video available

FiOS TV On Demand offers a vast library of more than 10,000 programs each month including an array of content that can be accessed free of charge. Our VOD titles are available when you want them offering you quality entertainment anytime. With the ability to fast-forward, rewind and pause selections, the On Demand experience is yours to control.



Simply press  or select **ON DEMAND** from the Main Menu to see a wide variety of VOD title selections. Choose a movie you want to watch and follow the instructions to complete your purchase and start watching. With VOD, you have the control to pause, stop, fast-forward and rewind what you're watching.

Video On Demand  lets you access a large and growing movie library offering three types of content:

- Free Video On Demand, which includes episodes of popular TV shows, music videos and children's programming.
- Subscription Video On Demand, which includes content from providers such as HBO®, Showtime® and Starz®.
- Movies On Demand, which includes everything from the early release movies to an extensive library of older classics. These are 24-hour rentals.

Users can browse the VOD menu by category and genre folders or by going to our "featured" folder poster view. Bookmarks also make it easy to find and return to your favorite content.

The Bookmark feature allows you to browse and mark titles that you would like to view at another time. While browsing the VOD menu, select the Bookmark icon to add that movie to your list of bookmarks.

High Definition Video On Demand (HD VOD)

Verizon FiOS TV brings together the best of both worlds by joining two exciting entertainment options — High Definition and Video On Demand.* With Verizon FiOS TV, you get your favorite titles offered with crystal-clear picture and a sound quality that is unparalleled. Our HD VOD offering includes the newest movies and events (available for a fee) and a growing selection of many titles available absolutely free as a part of your subscription to FiOS TV. Experience your favorite movies and other programs in true High Definition by selecting the "High Definition" folder within the VOD menu.

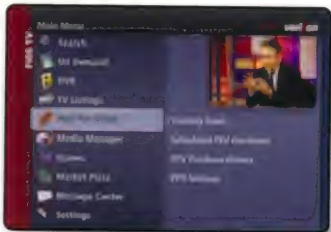
Verizon FiOS TV is constantly adding new television networks to your Video On Demand. Check back often as fresh shows are added daily.

**Must have either an HD-ready TV and either the High Definition or DVR STB.*

Pay Per View

Pay Per View (PPV) allows you to see the latest hit events in just a couple of easy steps with your remote. To see what's playing, select Pay Per View from the Main Menu, then select from the titles in COMING SOON by highlighting the event and pressing OK. Follow additional on-screen instructions to complete the PPV purchase transaction.

You can also see which PPV events you have pre-purchased under the Pay-Per-View option. The IMG allows you to set up a reminder for pre-purchased events so you don't miss one minute of the program. Select the event through SEARCH or with the **Guide**. The Program Information screen will be displayed. From the Program Information screen, select Set Reminder.










Interactive
Media Guide

PPV and VOD transaction limit per month \$150.00 per subscriber.


The Guides

The Full Guide shows 90 minutes of upcoming programming with an optional small video window. It offers up to 14 days of guide information. The Half Guide shows 30 minutes with a medium-sized video window.

- Press  to browse TV listings, filter channels such as HD or Favorites, see program information and record shows.
- You can access the Full Guide through the Main Menu or by pressing  once. This provides you with a full view of TV listings with 90 minutes of programming.
- To access the Half Guide, press  twice to view 30 minutes of programming.
- The guide will display information on the show you're currently watching. Press  and  to page up and down and   to browse by days.

Help System

Help video available

If you have questions about using Parental Controls, On Demand or any other Verizon FiOS TV features of the IMG, press  or go to the Main Menu on the IMG and select **HELP**. You'll find detailed information and instructional videos to help you get the most out of FiOS TV.

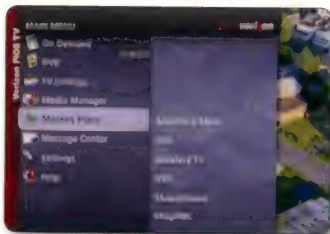
High Definition Television (HDTV)

Now you can enjoy the awesome picture quality of HDTV with Verizon FiOS TV (if you have an HD-ready TV and either the High Definition or DVR STB).

Easily search the TV Listings for shows being offered in HDTV. They are identified by an HD symbol at the end of the program description, and can easily be found by selecting the HD Channels option under TV Listings.

Marketplace

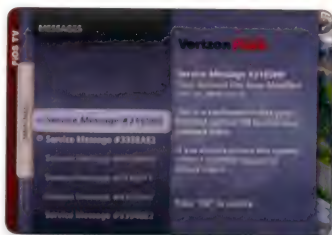
The Verizon FiOS TV Marketplace is a shopping destination where you can watch extended advertisements and infomercials about products you are interested in purchasing. There are also reviews of products and services so you can make sure you're getting exactly what you need.



The Marketplace's browse feature offers an easy way to search through an extensive array of products and services. You'll get a list of the recently viewed videos, as well as instructions on how to buy.

Message Center

You'll be able to access messages about new features and upcoming changes in the Message Center. This feature helps you stay tuned to the many exciting new things happening with your Verizon FiOS TV service. It's easy to browse old and new messages, review full message information and delete them when you're done.



A message waiting icon  in the Message Center Section of the Menu will alert you when there is a new message. You can easily access the Message Center through the Main Menu.

Self-Serve Ordering

Premium packages like HBO® and Cinemax® and international channels can now be ordered without calling the sales center. Just tune to the channel you want to purchase using the TV Listings on the IMG. Press OK to view the information and follow the instructions to order and view the channel within a few minutes.



Please note that Verizon recommends you establish a PIN to limit unauthorized ordering of services including VOD, PPV, packages and premiums.

Digital Video Recorder (DVR)

Help video available

The Digital Video Recorder (DVR) will let you pause, rewind and fast-forward live television. You can also select shows or entire series to record. The Verizon FiOS TV DVR has dual-tuner capability, so you can record two programs at the same time, or watch one program while recording another.



Record an upcoming show by finding it in the TV Listings, highlighting it and then pressing the **REC** button on your remote.

SERIES MANAGER lets you record every episode of your favorite series automatically — even if they're shown at different times and on different days.

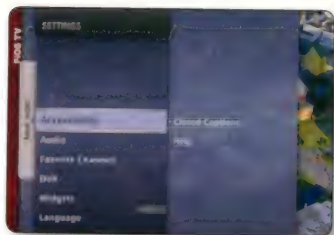
View shows you've recorded by pressing the **DVR** button on your remote and selecting a show for viewing. Or select **DVR**, then **Recorded Programs** from the Menu.

Not sure if you have the Verizon FiOS TV DVR? You'll know that you do if **DVR** appears on the Main Menu. (For a more complete description of DVR features, see pages 64–75.)

Settings

Settings makes Verizon FiOS TV easy to customize. You can set your preferences for Accessibility, Audio, Video, Favorite Channels, DVR, Language, Interactive Applications and more.

- Define your favorite channels, and easily access them on the remote.
- Choose a different language for the TV Listings text and for TV audio.
- Set up Parental Controls with a personalized PIN. (See "Parental Controls" on page 60.)
- Set up Secondary Audio Programming (SAP).



Widgets

Help video available

Get weather, traffic and more at the touch of a button.

Verizon FiOS Widgets is an easy way for you to instantly get local information, without missing a second of your show.

Setting up Widgets is easy.

1. Press **+** on your remote to launch from the Main Menu. The Widgets application will start with the ZIP Code screen displayed.
2. The first time you use Widgets, you will need to input your ZIP Code to get the weather, traffic and community events that are specific to your region. Press **1** to enter your ZIP Code using the number keys on the remote and press **OK**.
3. Once your ZIP Code is set, simply press **+** or **A** button to turn Widgets on or off.



To change the ZIP Code for Widgets, follow these steps:

1. Press **⏏** to bring up the Widgets ZIP Code entry screen.
2. Use **⏏** or **⏏** to switch to the CHANGE LOCATION Widget. Press **OK**. The Change Location screen will be displayed.
3. You can now enter your ZIP Code with the number buttons. When you're finished, just press **OK** on your remote to exit the entry screen.

Parental Controls

Help video available

The Verizon FiOS TV IMG provides the ability to control and manage the programs and content that come into your home.

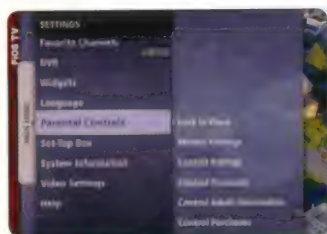
With Parental Controls,*
it's easy to:

- Selectively block programming by channel, rating or category.
- Selectively block Pay Per View and VOD purchases.
- Set up two different user-defined PINs (one to block programs and one for purchases).
- Hide adult programming from the TV Listings.
- Use On/Off quick settings to temporarily disable without losing your settings.

When programs with a particular rating level are blocked, the IMG automatically blocks the higher ratings.

Also, if you have the DVR Set Top Box, programs recorded with a PIN require the PIN to be entered in order to play back the recorded program.




**For setup instructions, see "Quick Tips" on page 62 that cover blocking out programs not suitable for children.*



Quick Tips: How Do I

Access Video on Demand (VOD)?





Video On Demand is programming that is available for you to watch anytime (and as many times as you like) within a set rental period.

1. Push  or select VOD from the Main Menu to see the titles that are currently available.
2. To view a program, use  or  on the remote to highlight the program you want to watch and press OK.

Use the Digital Video Recorder (DVR)?

If you have the DVR Set Top Box (STB) with your Verizon FiOS TV service, it's a snap to record a TV show or even an entire series — without tapes. The programs are stored directly on your STB. You can rewind or pause live TV — making it TV on your time. See pages 64–75 for detailed instructions on how to use your DVR.

Pause/Rewind/Fast-Forward a recorded show?

Use     on your remote to control playback of a recorded program, exactly as you would with a VCR. For a more complete description of DVR features, see pages 64–75.

Note: VOD programs cannot be recorded.

View a program in High Definition TV (HDTV)?

More and more people are entering the new era of High Definition Television — and Verizon FiOS TV can be your gateway. If you have an HD-ready TV, and if you chose either the High Definition or DVR Set Top Box, then you're ready to enjoy the incredible picture quality this new technology has to offer.

Shows being offered in HDTV are identified in the TV Listings by the HD symbol at the end of the program description.

Find programs in HD?

Select TV Listings from the Main Menu, then select HD Channels. You'll see a display of all the HDTV channels. The channel lineup will also show you where to find the specially designated HD channels.

Channel surf?

With the TV listings, you can zip through channels quickly. Just press and hold on the remote until you see the title of a show you want to watch, then release.



Block out material that's not suitable for children?

Many parents are concerned about the programming their children watch. Our Parental Controls feature lets you do something about it.



To get started:

1. Select **SETTINGS** from the Main Menu and then select **PARENTAL CONTROLS**.
2. Create a Personal Identification Number (PIN) using the numeric buttons on your remote. Press **OK** on the remote. This PIN is used for unlocking blocked channels, ratings, programs or purchases.
3. Reenter your PIN to confirm. Press **OK**.

You can now block access to shows either by rating or by channel. You can also block unauthorized Pay Per View and VOD purchases and choose to hide or show adult titles.

1. Use  or  to highlight each channel you want to block.
2. Press **OK** to add the lock next to the channel. Only the channels that have a lock will require a PIN to unlock.
3. Once you have selected the channel you would like to block, highlight **NEXT** to block shows by rating.
4. Follow the on-screen prompts to complete the rest of the settings.




Create and use a list of my Favorite Channels?

1. Select **SETTINGS** from the Main Menu, then select **FAVORITE CHANNELS**. You'll be able to add or remove channels from your Favorite Channels list.
2. Use  or  to highlight each channel you want included on your list.
3. Press **OK** to add the channel or remove it from your Favorite Channels list. Only those channels you've selected with a heart symbol will appear in your Favorite Channels list.


Select one of my Favorite Channels?

What if you could go directly to the channels you watch most often, rather than scanning through ones you rarely, if ever, watch?

Here's how to do that:

1. Press  on the remote. You'll see a program listing made up of only your Favorite Channels.
2. Choose a program to watch by scrolling with  or  and pressing **OK**.

Edit my Favorite Channels list?

Press  on your remote. Choose the favorite channel you want to edit or to add another to your list. Then press **OK** to add or delete it. Only the selected channels appear in the Favorites list.

Get another copy of my local channel lineup?

1. To view or print your local channel lineup, go to **verizonfios.com/tv**.
2. From the left-hand menu, select **CHANNEL LINEUP**.
3. Follow the online instructions to get access to your local channel lineup.

Digital Video Recorder



Now You Control the Show

Your Verizon FiOS TV Digital Video Recorder represents an entirely new way to enjoy watching television. You can pause and rewind live TV — and even record one show while watching another. It puts you in control of your TV viewing schedule, enabling you to watch what you want, when you want.






Getting Started

Help video available

Using the Remote Control

Your remote control has special buttons designed for managing all the features of the DVR.


Use the remote control buttons     just as you would on a VCR, to control digital recording and playback of recorded programs and live TV.

Several other buttons (**SKIP BACK, SKIP FORWARD, LIVE TV**) have exclusive DVR functions, which are described in this Guide.

Recording Capacity

Your DVR is designed to record up to approximately 85 hours of standard definition digital TV programming. The approximate available recording time varies depending on the programming type, so recording HDTV programs will substantially reduce this capacity.

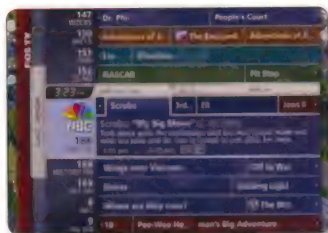
Selecting an Item with the Remote Control

In this Section, “Select” means to highlight an on-screen item by moving to it with the   buttons and then pressing **OK**.



Recording TV

Record a Show That’s Currently Playing

Record the show you’re watching by pressing **REC** on the remote. A red indicator appears in the upper-right corner of the screen for a few seconds to let you know that recording has started. Since the DVR continuously stores in its memory the channel that you’re watching from the time you first tune it in, the portion of the show that you watched prior to pressing the **REC** button will also be recorded, up to the limit of the internal memory.



Schedule Recording of an Upcoming Show or Series

Use the   buttons to highlight the show you wish to record in the TV Listings. Or use **SEARCH** to find and select a show. Press **REC** on your remote. A green check mark will appear before the program title in the listings.

If the show is part of a series, you can schedule recording of each episode of the entire series by pressing **REC** a second time. With our smart **SERIES MANAGER**, each show in the series will be automatically recorded, even if its time slot or length is changed by the broadcaster. A folder with a red dot indicates that **SERIES MANAGER** has been scheduled (pressing **REC** a third time will cancel the scheduled recording).

You can choose whether to record only first-run episodes, whether to add padding at the beginning or end of a show, or whether to permanently save a show.

In addition, a **SERIES OPTIONS** feature lets you rank the series you want to record, so that the DVR automatically resolves schedule conflicts, before they occur.

Review or Cancel Scheduled Recordings of Shows or Series

Select **RECORDED PROGRAMS** from the **DVR MENU**. The list of shows scheduled to be recorded can be seen under **VIEW SCHEDULE**. Or choose **SERIES MANAGER** to see a list of series that are scheduled for recording. You will also see a reminder about how much recording capacity you have used.



Recording TV (continued)

To cancel a scheduled recording, select the show or series to be cancelled. Select **CANCEL** or **CANCEL SERIES**, depending on which you choose to cancel. Press **EXIT** on your remote to resume watching live TV.

Play a Recorded Show

Select **RECORDED PROGRAMS** from the DVR Menu. Highlight the program you want to watch from the list and press **OK**. Then select **PLAY**.

Pause/Rewind/Fast-Forward a Recorded Show

Use the **PAUSE**, **REW**, **FFWD**, **SKIP BACK**, **SKIP FORWARD**, **STOP** and **PLAY** buttons on your remote to control playback of a recorded program, exactly as you would with a VCR. When you use any of these buttons, the Status Bar will always appear, to show you exactly where you are in the program.

Multiple speeds of fast-forward and rewind can be accessed by pressing the **REW** or **FFWD** buttons more than once. Press once for 3x speed, twice for 15x, three times for 60x and four times for 300x.

Keep or Delete a Recorded Show


Select **RECORDED PROGRAMS** from the DVR Menu. Highlight the program you want to delete and select **REMOVE THIS**.

Once the recording space becomes full, the DVR will automatically delete the oldest shows, to make space for new recordings. To prevent the DVR from deleting a recording when it needs more space, select **RECORDED PROGRAMS** from the DVR Menu, choose a program that you want to keep and then select **PROTECT THIS**.

Record High Definition TV Shows

Recording a show broadcast in HDTV is accomplished in the same way as recording a normal TV show (see “Recording TV” on page 66). Note: Due to the larger amount of information in an HDTV broadcast, your DVR will hold fewer hours of HDTV programming.

Record Pay Per View Programs

Some Pay Per View programs can be recorded with the DVR for later viewing. Simply press  on your remote when the Pay Per View program begins. You can also schedule future Pay Per View shows to be automatically recorded. Just choose the **PURCHASE AND RECORD** option when selecting a show. It will automatically be recorded and ready for you to watch when you want.

Dual-Tuner Feature

Your Verizon FiOS TV Set Top Box is equipped with dual tuners, so you can:

- Record two different shows at the same time, even while watching an earlier recorded show.
- Record a show while watching a Video On Demand movie.
- Record one show while watching a different live show.

Controlling Live TV with the DVR

How the DVR Handles Live TV

Whenever you tune in to a channel on Verizon FiOS TV, the DVR instantly begins storing the show in its internal memory and will continue to do so until you tune to a different channel. At this point, it discards the previous channel's show and begins storing the new one. Once the internal memory is full, the DVR will progressively store the most recent portion of that channel's programming, discarding the oldest. This memory technology allows you to control live TV in the ways described below.

Pause or Resume Live TV; Frame Advance

Press **PAUSE** on your remote to "freeze" the TV show you're watching. Pressing the **PAUSE** button repeatedly will advance the video one frame at a time. When you're ready, press **PLAY** to resume the show where you left off.



Rewind or Fast-Forward Live TV

Press **REW** on your remote to rewind the show you're watching to an earlier point in time. (The DVR continues to store the live broadcast in its memory.) You can only rewind as far back in time as when you first tuned in to this channel, up to the limit of the internal memory. Press **PLAY** to resume watching from the desired point in the show.

Press **FFWD** to fast-forward a previously paused live TV show. Press **PLAY** to resume watching.

Pressing **REW** or **FFWD** up to four times allows you to increase the speed at which you rewind or fast-forward a program. Press once for 3x speed, twice for 15x, three times for 60x and four times for 300x.

Forward or Reverse

Press **PAUSE**, then **SKIP Back** or **SKIP FWD** to see slow motion frame by frame.



Replay Live TV

Press the **SKIP** button on your remote for an instant replay of the last ten seconds of the show you're watching, whether it's live TV or a previously recorded show.



Resume Watching Live TV

If you're watching a program delayed by pausing or rewinding live TV, pressing the **FiOS TV** button jumps the show forward to the point currently being broadcast.

Status Bar

The Status Bar appears whenever you pause, rewind or fast-forward a live or recorded program. It shows how much of the current show is stored in memory, as well as what point of the show you're viewing now and how far behind the live broadcast you are.



Home Media DVR

Help video available

Simple: You're in control with its easy-to-use navigation.

Flexible: View different recorded programs in different rooms, simultaneously.

Convenient: Pause your recorded show in one room, continue viewing in another.

When you upgrade to our Home Media DVR, you gain two exciting features in one package: Multiroom DVR and Media Manager. Multiroom DVR* has all the features of our standard DVR, with the added capability to watch recorded programs on two additional STBs simultaneously throughout the home. Watch the same program or three different shows in three different rooms.

Multiroom DVR

With our Multiroom DVR, you no longer have to watch recorded programs on just one TV. Simply follow the instructions below to access recorded programming from multiple rooms in your home.

To access recorded programming from a remote Set Top Box:

1. Record a television program using your DVR (see Digital Video Recorder section of the User Guide for detailed recording instructions).
2. While using one of your remote Set Top Boxes, choose DVR from the Menu. Your Recorded Programs will be displayed with a listing of the shows you can watch from your DVR.
3. Select a recorded program to view from the list by using the Arrow keys to highlight the program, then press **OK**. You may use the normal DVR playback controls (pause, rewind, fast-forward) on your remote to control viewing.
4. When you have finished viewing a recorded program, simply press **STOP**.

**A Set Top Box and additional monthly STB fee is required to view recorded programming in additional rooms.*

Multiroom DVR parental controls:

The remote Set Top Box Parental Controls feature manages live TV viewing only. Parental Control for recorded program viewing on remote Set Top Boxes is established on the DVR by creating a PIN. See page 62 of the Quick Tips Section for Parental Control setup instructions.

Important Information:

- Programs recorded in Hi-Def cannot be played back on remote Set Top Boxes (STBs).
- Remote STBs cannot pause or rewind live TV.
- Remote STBs do not support remote scheduling of program recordings. Program recordings can ONLY be scheduled through the DVR.
- Your Multiroom DVR will support up to six additional STBs.
- No more than two remote STBs can simultaneously access recorded content from the DVR. If this happens, an error message will be displayed.
- You cannot delete content from the DVR if another STB is concurrently accessing that content.

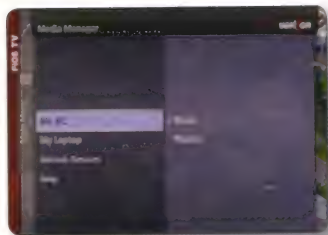
A DVR will be your hub. Other rooms will be equipped with a remote Set Top Box.



Digital
Video Recorder

Media Manager

Media Manager* is part of our Home Média DVR and is included at no additional cost. It allows you to access pictures and music stored on your personal computer from your DVR. Using the Media Manager PC application, you can create slide shows and music playlists, and stream them to your DVR.



Installing the Media Manager software on your PC:

1. Go to: **verizon.com/mediamanager** and then click the **DOWNLOAD NOW!** link.
2. Choose a download location for the Media Manager installer (media.manager.exe).
3. After the download is finished, open the installer and follow the on-screen instructions to set up the Media Manager application.
4. After the installation, choose the Media Manager application from the Start Menu.
5. Follow the on-screen wizard to scan your computer for photo and music files and set up slide shows and playlists to be shared with your DVR.

Important information:

- The Media Manager software must be running on your PC to enable sharing with the DVR.
- In order to use Media Manager you must have a Home Média DVR Set Top box. To order, call 1.888.553.1555 or visit **verizon.com/myaccount** for online ordering. You must have a registered Verizon account to order online.
- Media Manager displays photos and music playlists through the DVR. Other Set Top Box models are not supported at this time.
- The Media Manager application only supports unprotected music files. Music with copyright protection, such as online store purchases from iTunes* or Rhapsody, is not supported.

- There are no parental controls in Media Manager. Make sure that only files you intend to be displayed or played through the Set Top Box are included in playlists or slide shows.
- There is no multilingual support.
- Media Manager cannot be used on the DVR simultaneously with Widgets or Video On Demand.
- Media Manager is only supported on a home network using Verizon FiOS Internet and a Verizon-supplied router.
- Personal firewalls may need to be adjusted for proper Media Manager operation.

For additional help, please refer to the Help Menu within the application. There, you will find comprehensive instructions on how to use Media Manager. The Web site and FAQs are also useful tools, if more information is required.

**Media Manager requires FiOS Internet and Verizon-supplied home network. Personal firewalls may need configuration for proper Media Manager Operation.*

Set Top Boxes



Your Gateway to Verizon FiOS TV

Verizon FiOS TV offers you a choice of four Set Top Boxes, all of which bring you state-of-the-art features like digital displays, Interactive Media Guides and Video On Demand. Plus, if you use one of our more advanced Set Top Boxes, you can enjoy the ultimate in high-tech benefits — including High Definition and our revolutionary Digital Video Recorder. Or, if you prefer a simplified Verizon FiOS TV experience, we also offer a Digital Adapter.

Standard Definition

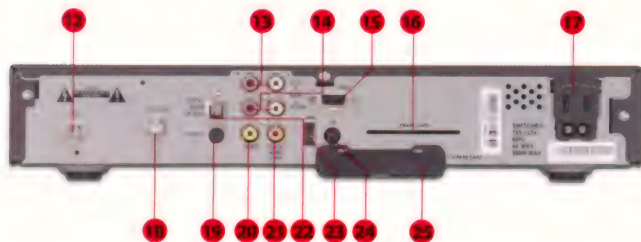
Help video available

The state-of-the-art STB from Verizon FiOS TV brings you unsurpassed digital audio and video quality. The Standard Definition box gives you access to the Verizon FiOS TV IMG, letting you conveniently select and view programs, set Parental Controls and take charge of your viewing experience. You can also order shows and events on Pay Per View (PPV) or order movies from our extensive VOD library. Please take a moment to review the features of the Verizon FiOS TV Standard Definition STB.



1. **CURSOR** — Moves the cursor around menus and IMG screens.
2. **MESSAGES** — Lights to indicate that a message is present.
3. **POWER INDICATOR** — Lights when the unit is turned on.
4. **DISPLAY** — Displays current channel number or time of day.
5. **REMOTE** — Lights to indicate remote control is in use.
6. **CHANNEL** — Scrolls up or down through the channels.
7. **SELECT** — Selects menu options, PPV and VOD events and selects channels from the IMG.
8. **POWER** — Turns the Standard Definition STB on and off.
9. **MENU** — Displays the main menu in the IMG.
10. **INFO** — Displays current channel and program information.
11. **GUIDE** — Displays TV Listings in the IMG.

12. **RF IN** — Connects to the Verizon FiOS TV video signal.
13. **AUDIO OUT TO TV (R/L)** — Connects to audio inputs of a TV.
14. **AUDIO OUT TO VCR (R/L)** — Connects to audio inputs of a VCR (constant-level stereo outputs).
15. **DATA** — Serial data interface reserved for special applications. Do not connect any device to this port.
16. **SMART CARD** — Supports electronic commerce using a Smart Card. Currently not enabled.



17. **AC SWITCHED OUTLET** — Connects STB AC power cord and provides a switched power outlet to connect another device, such as a TV or Home Theater System (HTS).
18. **To TV/VCR** — Connects to a TV or VCR.
19. **S-VIDEO** — Connects to the S-Video input of a TV, VCR or HTS.
20. **VIDEO** — Connects to the composite video input of a TV, VCR or HTS.
21. **DIGITAL AUDIO COAX** — Connects to a TV, VCR or HTS to provide Dolby Digital 5.1 audio.
22. **DIGITAL AUDIO OPTICAL** — Connects a Toslink connector to a TV, VCR or HTS to provide Dolby Digital 5.1 audio.
23. **USB** — Connects to digital home devices, such as digital cameras. Currently not enabled.
24. **IR** — Currently not enabled.
25. **TV PASS CARD** — Currently not enabled.

High Definition

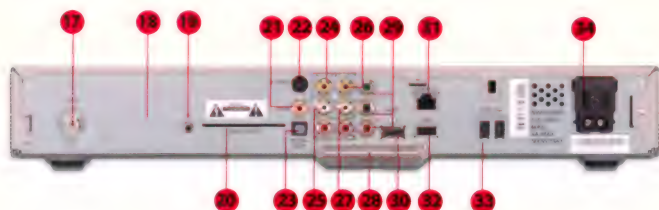
Help video available

The Verizon FiOS TV High Definition STB is one of our premium interactive digital video receivers. The High Definition STB automatically gives you access to HD content — letting you see the sharpest images possible. And it brings you all the extraordinary features of Verizon FiOS TV, including programming options, the IMG, VOD and access to commercial-free, CD-quality music. Please take a moment to review the features of the Verizon FiOS TV High Definition STB.



1. **USB** — Connects to digital home devices, such as digital cameras. Currently not enabled.
2. **VIDEO IN** — Accepts baseband video from a VCR, camcorder or other video device. Currently not enabled.
3. **AUDIO IN (L/R)** — Accepts baseband L/R audio from a VCR, camcorder or other audio device. Currently not enabled.
4. **CURSOR** — Moves the cursor around menus and IMG screens.
5. **INFO** — Displays current channel and program information.
6. **MENU** — Displays the main menu in the IMG.
7. **POWER** — Turns the High Definition STB on and off.
8. **MESSAGES** — Lights when a message is waiting.
9. **POWER INDICATOR** — Lights when unit is turned on.
10. **DISPLAY** — Displays current channel number and time of day.
11. **REMOTE** — Lights to indicate remote control is in use.
12. **RECORD** — Not applicable for HD STB.
13. **OPTION** — Reserved for future use.
14. **SELECT** — Selects menu options, Pay Per View (PPV) and VOD events, and selects channels from the IMG.
15. **GUIDE** — Displays TV Listings in the IMG.

- 16. CHANNEL** — Scrolls up or down through the channels.
- 17. RF IN** — Connects to the FiOS TV video signal.
- 18. RF OUT** — Connects to a TV or VCR.
- 19. IR** — Currently not enabled.
- 20. SMART CARD** — Supports electronic commerce using a Smart Card. Currently not enabled.
- 21. SPDIF** — Connects to a TV, VCR or Home Theater System (HTS) to provide Dolby Digital 5.1 audio.



- 22. S-VIDEO** — Connects to the S-Video input of a TV, VCR or HTS.
- 23. OPTICAL SPDIF** — Connects to a TV, VCR or HTS to provide Dolby Digital 5.1 audio.
- 24. VIDEO IN** — Accepts baseband video from a VCR, camcorder or other video device. Currently not enabled.
- 25. AUDIO IN (R/L aligned vertically)** — Accepts baseband L/R audio from a VCR, camcorder or other audio device. Currently not enabled.
- 26. VIDEO OUT** — Delivers video to an external device, such as a TV or VCR.
- 27. AUDIO OUT (R/L aligned vertically)** — Connects to audio inputs of a TV.
- 28. TV PASS CARD** — Currently not enabled.
- 29. Y Pb Pr** — Delivers component video.
- 30. HDMI** — Connects to a High Definition Television (HDTV).
- 31. ETHERNET** — Supports interactive applications and home networking.
- 32. USB** — Connects to digital home devices, such as digital cameras. Currently not enabled.
- 33. IEEE 1394** — Connects to compatible digital TV A/V ports.
- 34. AC SWITCHED OUTLET** — Connects STB AC power cord and provides a switched power outlet to connect another device, such as a TV or HTS.

Please note: A High Definition Television is required for HD content.

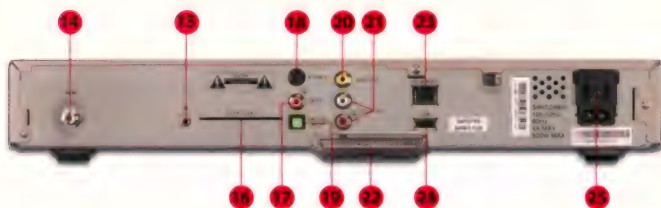
Standard Definition Digital Video Recorder

The Verizon FiOS TV Standard Definition Digital Video Recorder will allow you to record your favorite shows, pause and rewind live TV and you can even record one show while watching another. The SD DVR can record up to 40 hours of SD programs and will bring you Verizon FiOS TV advanced features such as IMG, access to VOD and PPV, digital music, Home Media DVR functionality and access to all Verizon FiOS TV Interactive applications such as Widgets, games and more. Please take a moment to review the features of the Verizon FiOS TV Standard Definition Digital Video Recorder.



1. **CURSOR** — Moves the cursor around menus and IMG screens.
2. **MENU** — Displays the main menu in the IMG.
3. **POWER** — Turns the DVR STB on and off.
4. **INFO** — Displays current channel and program information.
5. **MESSAGES** — Lights when a message is waiting.
6. **POWER INDICATOR** — Lights when unit is turned on.
7. **DISPLAY** — Displays current channel number and time of day.
8. **REMOTE** — Lights to indicate remote control is in use.
9. **RECORD** — Lights when DVR is recording.
10. **OPTION** — Reserved for future use.
11. **SELECT** — Selects menu options, Pay Per View and VOD events, and selects channels from the IMG.
12. **GUIDE** — Displays TV Listings in the IMG.
13. **CHANNEL** — Scrolls up or down through the channels.

- 14. **RF IN** — Connects to the FiOS TV video signal.
- 15. **IR** — Currently not enabled.
- 16. **SMART CARD** — Supports electronic commerce using a Smart Card. Currently not enabled.
- 17. **SPDIF** — Connects to a TV, VCR or Home Theater System (HTS) to provide Dolby Digital 5.1 audio.
- 18. **S-VIDEO** — Connects to the S-Video input of a TV, VCR or HTS.



- 19. **OPTICAL SPDIF** — Connects to a TV, VCR or HTS to provide Dolby Digital 5.1 audio.
- 20. **VIDEO OUT** — Delivers video to an external device, such as a TV or VCR.
- 21. **AUDIO OUT** (R/L aligned vertically) — Connects to audio inputs of a TV.
- 22. **TV PASS CARD** — Currently not enabled.
- 23. **ETHERNET** — Supports interactive applications and home networking.
- 24. **USB** — Connects to digital home devices, such as digital cameras. Currently not enabled.
- 25. **AC SWITCHED OUTLET** — Connects STB AC power cord and provides a switched power outlet to connect another device, such as a TV or HTS.

High Definition Digital Video Recorder

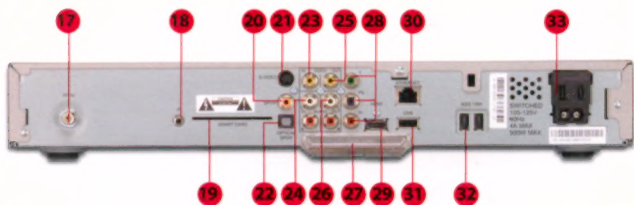
Help video available

The Verizon FiOS TV HD DVR STB is our most advanced, interactive digital video receiver. In addition to bringing you all the high-tech features of the High Definition STB, like the Verizon FiOS TV IMG, VOD, digital music and the incredible picture and sound quality of HDTV, the DVR STB will revolutionize the way you watch television. The DVR feature allows you to pause and rewind live TV — and even record one show while watching another. Please take a moment to review the features of the Verizon FiOS TV DVR STB.



1. **USB** — Connects to digital home devices, such as digital cameras. Currently not enabled.
2. **VIDEO IN** — Accepts baseband video from a VCR, camcorder or other video device. Currently not enabled.
3. **AUDIO IN (L/R)** — Accepts baseband L/R audio from a VCR, camcorder or other audio device. Currently not enabled.
4. **CURSOR** — Moves the cursor around menus and IMG screens.
5. **MENU** — Displays the main menu in the IMG.
6. **POWER** — Turns the DVR STB on and off.
7. **INFO** — Displays current channel and program information.
8. **MESSAGES** — Lights when a message is waiting.
9. **POWER INDICATOR** — Lights when unit is turned on.
10. **DISPLAY** — Displays current channel number and time of day.
11. **REMOTE** — Lights to indicate remote control is in use.
12. **RECORD** — Lights when DVR is recording.
13. **OPTION** — Reserved for future use.
14. **SELECT** — Selects menu options, Pay Per View and VOD events, and selects channels from the IMG.

- 15. **GUIDE** — Displays TV Listings in the IMG.
- 16. **CHANNEL** — Scrolls up or down through the channels.
- 17. **RF IN** — Connects to the Verizon FiOS TV video signal.
- 18. **IR** — Currently not enabled.
- 19. **SMART CARD** — Supports electronic commerce using a Smart Card. Currently not enabled.
- 20. **SPDIF** — Connects to a TV, VCR or Home Theater System (HTS) to provide Dolby Digital 5.1 audio.



- 21. **S-VIDEO** — Connects to the S-Video input of a TV, VCR or HTS.
- 22. **OPTICAL SPDIF** — Connects to a TV, VCR or HTS to provide Dolby Digital 5.1 audio.
- 23. **VIDEO IN** — Accepts baseband video from a VCR, camcorder or other video device. Currently not enabled.
- 24. **AUDIO IN** (R/L aligned vertically) — Accepts baseband L/R audio from a VCR, camcorder or other audio device. Currently not enabled.
- 25. **VIDEO OUT** — Delivers video to an external device, such as a TV or VCR.
- 26. **AUDIO OUT** (R/L aligned vertically) — Connects to audio inputs of a TV.
- 27. **TV PASS CARD** — Currently not enabled.
- 28. **Y Pb Pr** — Delivers component video.
- 29. **HDMI** — Connects to a High Definition Television (HDTV).
- 30. **ETHERNET** — Supports interactive applications and home networking.
- 31. **USB** — Connects to digital home devices, such as digital cameras. Currently not enabled.
- 32. **IEEE 1394** — Connects to compatible digital TV A/V ports.
- 33. **AC SWITCHED OUTLET** — Connects STB AC power cord and provides a switched power outlet to connect another device, such as a TV or HTS.

Please note: A High Definition Television is required for HD content.

Digital Adapter*

The Digital Adapter allows access to most Standard Definition (SD) channels in TVs where interactivity is not required or space availability is limited. You will be able to view the same Local, Premium and National channels available on other SD Set Top Boxes in the home. The Digital Adapter supports full channel-blocking parental control capability only.



Front



Back

**The Digital Adapter provides basic functionality only and will not support the interactive Media Guide, Video On Demand, Pay Per View, or other interactive services such as Widgets.*

It's the Network

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